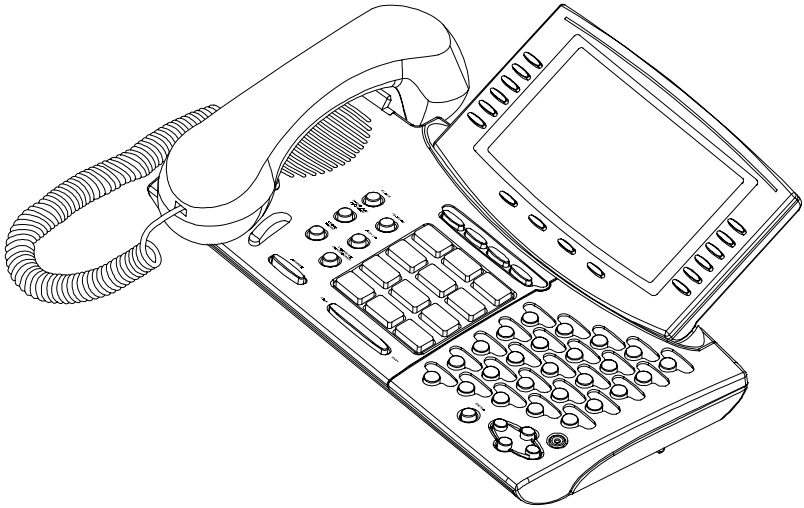
Telrad DIGITAL

Avanti Attendant Console

User guide



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Avanti Attendant Console

User guide

Telrad Telecommunications Inc.,
Woodbury, New York

NOTICE

This publication refers to Telrad's Avanti Attendant Console connected to Telrad's DIGITAL KEY BX system, Release SB7, Telrad's DIGITAL 400 system, Release DB7, or Telrad's DIGITAL 1000 system, Release LB7, as of July, 1999.

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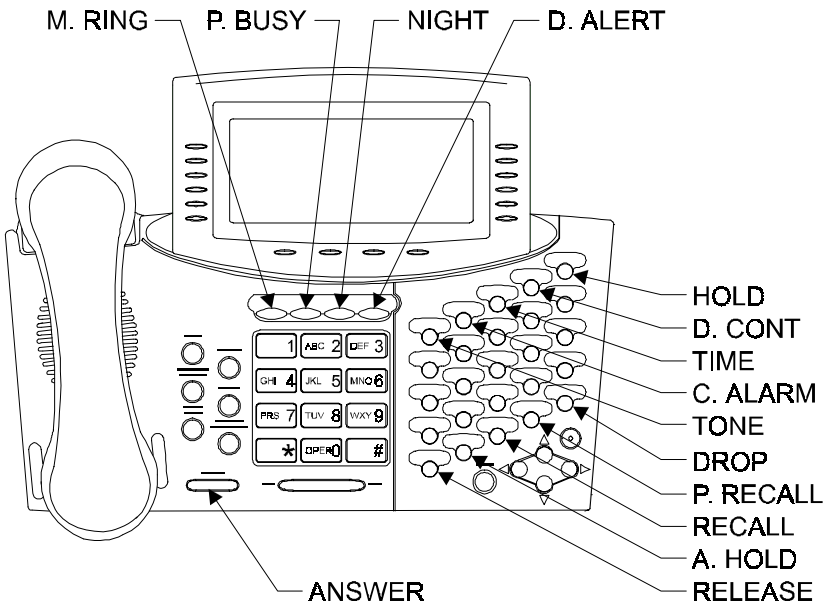

Figure 1 Avanti Attendant Console faceplate

ABOUT YOUR AVANTI ATTENDANT

The Attendant console is a versatile unit which can be programmed in many different configurations. The configuration of your particular console depends on the size and special requirements of your system.

ATTENDANT CONSOLES (ATC) AND ATTENDANT POSITIONS (ATP)

Your DIGITAL telephone system can be served by more than one attendant. Each attendant operates a telephone unit called an Attendant console (ATC).

The Attendant console may be configured as the only attendant serving the extensions, outside lines and call queues assigned to it.

Alternatively two or more attendants may work in parallel, in a logical Attendant Position (ATP). All the Attendant consoles in the ATP serve the same extensions, outside lines and queues.

ATTENDANT CONSOLE BUTTONS

The Attendant console is provided with sixteen softkeys, a four-direction cursor movement key and ENTER button, and an array of fixed and programmable buttons (see Figure 1 above).

NOTE

In this guide, all fixed buttons appear in bold type within brackets, e.g. **[ANSWER]**. All softkeys appear in bold and italicized type, within braces, e.g. ***{SERIAL}***. User-programmable button names appear in capital letters, e.g. SPEED DIAL.

Most of the telephone buttons have dual-color light indicators. The color and flash rate of the indicators show the status of the programmed line, feature or extension.

In general, red indicates non-availability (for example, a busy line); green indicates that you are using the feature or line, or that it is available to you.

Softkeys

Softkeys have several functions which change during the course of call handling. A softkey's function, at any particular moment, is indicated on the console display. To operate a displayed function, press the softkey adjacent to it or beneath it.

The softkeys perform the same function as equivalent fixed buttons.

The six softkeys to the left of the display panel are used to activate features (menu softkeys).

The six softkeys to the right of the display panel are used for Private Hold.

You can also use the four-direction cursor movement key to select the desired function and then press ENTER.

Icons

When you move the cursor to an icon (using the four-direction cursor movement key) an explanation of that icon’s function briefly appears on the display.

Icons indicating the status of your set appear on the second line of the screen and are for display only.

Icons indicating the status of a specific call appear on the right hand side of the display, next to the name or number of the trunk or extension. They are activated by pressing the appropriate softkey on the right hand side of the display.

Icons for use in activating or programming features appear on the left hand side and on the bottom line of the display and are activated by pressing the left hand softkeys, the bottom right hand softkey, or the four softkeys across the bottom of the display - or by using the four-direction cursor movement key to place the cursor on the appropriate icon and pressing ENTER.

The following list explains the meanings of the icons and when and where they appear on the display.

Icon	Meaning	When you see it
	Ring	Your set is ringing for an external call. Appears on the right side of the display, next to the name or number of the outside line.
	In use	The line is in use. Appears on the right side of the display, next to the name or number of the outside line.
	Hold	The call is on hold. Appears on the right side of the display, next to the name or number of the line on hold.
	Alarm	The alarm is set to ring on your set. Appears on the second line.
	Recall/Trunk queue	Your set is ringing for a call that you left on hold or for a previously busy outside line that you requested. Appears on the right side of the display, next to the name or number of the line or extension.
	Program	Appears on the bottom line. Press to program Phone Book, speed dial, ECC code, or time alarm.

Icon	Meaning	When you see it
	Exit	Appears on the bottom line. When engaged in a conference call, press to exit the conference. When in programming mode, press to exit.
	Message	Appears on the bottom line. Press to send a message, reply to a message, or cancel messages.
	Drop/Cancel	Appears on the bottom line when you cancel call forward.
	Save	Appears on the bottom line when you want to save the current programming procedure.
	Call forward (cancel)	Appears on the bottom line, after pressing ***{CANCEL}***. Press to cancel call forwarding.
	Next page	When programming any feature that uses more than one page of your display (Message, Phone Book), press to scroll to the next page.
	Time	Appears on the bottom line, after pressing . Press to program the time alarm.
	Pause	Appears on the bottom line. Pressing this button while dialing on an external line inserts a pause in a dialing sequence.

If you have ImaGEN, you may also see other icons on your display. See the ImaGEN user guide for an explanation of how to use these icons.

Fixed feature buttons
A fixed button is marked or labeled (by a sticker) with its permanent function on the console faceplate (for example, **[FLASH]**, **[NIGHT]**, **[RELEASE]**).

User-programmable buttons
Some of the buttons on your console may be user-programmable MEMORY or SPEED DIAL buttons. You may program these to access extensions, features or outside numbers.

NOTE

Whenever you have to dial a feature access code, outside line number or extension, you may press a button programmed with the relevant code instead.

ATTENDANT CONSOLE DISPLAY

The console has a large display, which enables you to follow the status of calls in progress.

The first line of the display provides general system information, such as the time and date and the number of calls waiting. It also displays the name or number of the extension or outside line of the current call.

The second line of the display provides information on the status of the attendant and the specific call being handled. It also displays the elapsed time and caller identification information of the current call.

The middle five lines of display are divided into two sectors:

The softkeys on the left side indicate current available functions, such as ***{CANCEL}***.

The softkeys on the right side of the display indicate the status and line number of calls placed on Private Hold by you, (the attendant).

The bottom line of the display displays icons for programming features, such as, ⏲ (Time).

PRINCIPLES OF OPERATION

The attendant is never busy
All calls reaching the attendant get a ring tone.

Offhook state
The console is always offhook. Lifting or replacing the handset makes no difference to the console's state.

Executive suite attendant
If your console is programmed for the Executive suite application, you handle calls for a number of organizations. Your display assists you by indicating for which organization the arriving call is intended.

Headset/handset operation
The console may be operated with either a headset or a handset.

Disconnecting a call
Pressing **[DROP]** disconnects the console from the current process, and returns the console to the previous stage of the process.

Pressing **[RELEASE]** terminates a call in progress, or completes the transfer of an outside line. Afterwards, the console is returned to an inactive state.

The answer button
Pressing **[ANSWER]** completes the transfer of the current call and connects you to the next call in the Main Call queue.

Dialing on the console

If you are connected to an outside line and **[DIAL CONT]** indicator is on, any digits you press are dialed on the outside line.

If the **[DIAL CONT]** indicator is off, any digits you press are considered the beginning of a transfer process.

When dialing internally or when dialing a system feature, the **[DIAL CONT]** indicator should be off.

You need to use **[DIAL CONT]** when dialing to Voice Store & Forward machines, SPRINT, MCI lines, etc.

SETTING VOLUME AND DISPLAY CONTRAST

To adjust the handset volume

During a conversation:

- Press **[LO HI]** to change the volume.

To adjust the volume of tones

While connected to the tone:

- Press **[LO HI]** to change the volume.

To adjust the display contrast

While the console is in idle state:

- Press **[LO HI]** to change the display contrast.

MUTE RING

The arrival of a new call is announced by a ring burst. Also, a call waiting tone is sounded, at preset intervals, when calls are waiting in queues. You may disable these tones.

To disable ringing

- Press **[MUTE RING]**.
  The **[MUTE RING]** indicator lights.

To enable ringing

- Press **[MUTE RING]** again.
  The **[MUTE RING]** indicator goes out.

DISTINCTIVE RINGING

You can program telephone sets located close to each other with distinctive rings, to enable you to identify which telephone is ringing. Nine different rings are available.

To change the ring for your telephone console

1. Press **[*]** and **[#]** simultaneously.
2. Press one of the dialpad buttons (**[1]** - **[9]**).

When you hear the ring that you want:

3. Press ***{Save}***.
4. Lift and replace the handset.
   Your telephone set re-initializes and all telephone rings (internal, external, recall, etc.) sound with the distinctive ring selected.

ANSWERING CALLS

When your telephone rings, the display may show the following:
for internal calls: the calling extension's name and number;

f**or outside calls:** the ringing line or calling party's name or number.

NOTE

Telrad's DIGITAL systems support Caller Name and Caller Identification on the Avanti telephone display.

Main call queue

Internal and external calls enter the Main Call queue.

The number of calls waiting in the attendant queue is indicated in the top line of the display, e.g. CW23, where CW stands for Calls Waiting and 23 is the number of calls.

To answer the first call waiting in the Main Call queue

- Press **[ANSWER]**.

Subqueues

Depending on the type of call and system programming, calls may also enter subqueues.

The subqueues include:

- Recall queue - contains transferred calls unanswered by other extensions or placed on hold for longer than a preset time. Press **[RCL]** to retrieve from this queue;
- Private Recall queue - contains calls due to recall at your console only. Press **[PRIVATE RCL]** to retrieve from this queue.

- Hold queue - contains incoming calls placed on hold by any of the attendants in your group. To retrieve from this queue, press **[ANSWER HOLD]**.
- Incoming Call Identifier (ICI) queues (if defined) - contains calls from specific lines or extensions and allows you to give them preference over other incoming calls waiting in queue. Press a designated ICI button to retrieve from this queue;
- Dial Attendant queue (if defined) - contains calls from extensions that dialed “0”. Press the designated Dial Attendant button to retrieve from this queue.
- Interposition queue (if defined) - contains calls from extensions that dialed your extension number. Press the designated Interposition button to retrieve from this queue.

Depending on system programming, each subqueue may be provided with a dedicated button. When a call exists in the queue, the button's green light indicator flashes.

To answer the first call waiting in a particular subqueue

- Press the appropriate queue button.

By pressing the queue button of your choice, the DIGITAL system enables you to answer calls selectively and to give priority to a chosen call queue.

HOLD

Private hold

If you want a call to remain on hold at your console only:

- Press an available Private Hold softkey on the right side of the display panel.
  The line number and status, e.g. **8880** appear in the display.

To pick up a call from Private Hold

- Press the Private Hold softkey again.

Manual hold

Calls may be placed on hold manually, by pressing **[HOLD]**.

A call placed on hold enters the Hold queue, from which it can be retrieved by any attendant console in the attendant position.

To pick up a call on hold

- Press **[ANSWER HOLD]**.

Automatic hold

Incoming calls are placed automatically on hold when you:

- Dial any digit.
- Press **[TONE]**.
- Press a SPEED DIAL, PAGE or LCR button.
- Press a MEMORY button programmed with an extension number.

TRANSFERRING CALLS

To transfer an incoming call

After answering the call:

1. Dial the requested extension,
   or
   Press the extension button.
   The call is placed automatically on hold.
2. Inform the answering party that a call is waiting.

To complete the transfer, do one of the following:

- Press **[RELEASE]**.
  You are returned to idle state,
  or
  Press **[ANSWER]**.
  You are connected to the next call in the queue.

To transfer a call which you initiated

When the called party answers:

1. Press **[DIAL CONT]** to deactivate dial continuation.
2. Proceed as for an incoming call transfer (see above).

To camp on

If the requested extension is busy when you attempt to transfer a call.

You can complete the transfer so that the call camps on the busy extension:

- Press **[RELEASE]**.
  When the busy extension hangs up, the camped on call rings.

If the called party does not answer, you can return to the call:

- Press the softkey with the appropriate outside line number (e.g. ***{SPLT 805}***).

If the called party does not wish to receive the call, you can transfer the call to someone else:

1. Press **[DROP]**.
2. Dial the new extension number.

To make a confirmed transfer

After answering the call:

1. Dial the requested extension.

When the extension answers:

2. Press ***{JOIN}***.
   You hear a short beep indicating a conference has been initiated.

Once you have confirmed that the two parties are connected:

3. Press **[RELEASE]**.
   You exit the conference.

SERIAL TRANSFER

A serial transfer enables you to serve an external caller who asks to speak to several persons in turn.

After answering the call

1. Press ***{SERIAL}***.
2. Dial the first requested extension.
3. Press **[RELEASE]**.
   When this conversation is finished (i.e. when the called extension hangs up), the call enters the attendant's Private Recall queue.

To return to the outside call

4. Press **[PRIVATE RCL]**.

NOTE

You may have to answer other calls in the private Recall queue, before being connected to the serial transfer call.

To make further serial transfers, repeat steps 1 through 4, above.

To transfer a call by page

After answering the call:

1. Press **[FEATURE]** and dial the PAGE zone access code
   or
   Press the PAGE zone button.
2. Announce the call and the line on which it is ringing.
3. Press **[RELEASE]**.

To transfer internal calls

After answering the call:

1. Dial the requested extension.
2. Press **[RELEASE].**

INTERNAL CALLS

To place a non-ringing call

- Dial the extension number
  or
  Press the extension button.

To place a ringing call

1. Press **[TONE]**.
2. Dial the extension number.

If the extension you called is busy

When you dial an extension and hear busy tone, you can activate the Callback feature:

1. Press ***{CALL BACK}***.
   When the extension becomes available, if the private Recall Queue is empty, you hear call back ringing and CALL BACK appears in the display.
2. Answer the call.
   You hear the called extension ringing.

To cancel callback

- Press ***{CNCL CBACK}***.

BARGE INTO A CONVERSATION

Depending on system programming, you may be able to break into another conversation.

When you dial an extension and hear busy tone:

- Press ***{BARGE IN}***.
  A warning tone is heard by all parties (depending on system programming).

PAGE CALL

To initiate a page

1. Press the PAGE zone button,
   or
   Press **[FEATURE]** and dial the PAGE zone access code.
   You hear a tone burst.

Then:

2. Make your announcement.
3. Press **[RELEASE]** to end the page call.

To speak directly with a page initiator

While the page announcement is heard:

1. Press **[FEATURE]**.
2. Dial the MEET ME PAGE access code (**[6][6]**).
3. Press **[FEATURE]** and dial the PAGE zone access code.

OUTSIDE CALLS

To place an outside call

1. Press the outside line or outside line group button or dial the LCR code.
2. Dial the required number.
   Depending on system programming, the cost of your call may be displayed briefly at the end of the conversation.

ABBREVIATED OUTSIDE DIALING

To speed dial an outside number

Do one of the following:

- Press the appropriate SPEED DIAL button,
  or
  Press ***{SPEED DIAL}*** and dial the desired speed dial bin code.

Redialing the last outside number

1. Press an outside line group button.
2. Press ***{REDIAL}***.

To save a frequently dialed outside number

During an outside call which you initiated:

- Press ***{SAVE}***.
  The dialed number is stored in memory.

To dial the saved number

1. Press an outside line group button or dial LCR code.
2. Press ***{REPEAT}***.

NOTE

Pauses may be entered, where needed, in a memory sequence (e.g. speed dial sequence), by pressing ***{PAUSE}***.

WAITING FOR AN AVAILABLE OUTSIDE LINE

When you try to select an outside line and receive busy tone:

1. Press ***{TK QUE}***.
   When an outside line becomes available, if your Private Recall queue is empty, you hear ringing and TK QUE appears in the display.
2. Press **[PRIVATE RCL]**.
3. Listen for outside dial tone and dial the desired number.

To cancel trunk queue

- Press ***{CNCL TKQUE}***.

FLASH (DISCONNECT)

When connected to an outside line, you may disconnect the call or cancel the dialing, without losing the outside line.

- Press **[FLASH]**.
  You may now dial any outside number.

FLASH (SIGNAL)

If your system is connected to a private switch or to CENTREX, you may obtain special services on lines defined accordingly.

To obtain special services via a line defined as behind an exchange

- Press ***{FLASH SIG}*** while connected to the line.

SWITCHING TO TONE DIALING

- Press ***{TONE DIAL}***.
  The dialing method is changed to DTMF.

ACCOUNT CODES

Account codes are assigned to extension users and clients, to record telephone call duration and costs.

The account codes entered are printed out on the Station Message Detail Recording printer.

Account codes may be entered before seizing an outside line or during an outside call, after the elapsed call time appears in the display.

Account code entry may be voluntary, prompted or forced.

Prompted account code

You hear a periodic tone during outside conversations as a reminder to enter an account code.

Forced account code

You must enter an account code in order to seize an outside line.

Account code entry

Before seizing an outside line or after the elapsed call time appears:

1. Press ***{ACCOUNT}***.
2. Dial the account code (up to 11 digits).
3. Press ✓.

NOTE

Several account codes may be entered during the conversation.

PICK UP

You may pick up calls ringing or on hold at other extensions.

1. Press ***{PICK UP}***.
2. Dial the number of the extension or outside line that is ringing or on hold.

MESSAGES

If after dialing an extension, there is no answer or you hear busy tone, you can send a message from a previously defined list, which appears on the telephone display.

When you send a message, display telephones show the text of the message, followed by your extension name or number (e.g. "*GONE OUT STEVE*").

SENDING MESSAGES

To send a message

After dialing an extension:

1. Press ✉.
   The first five of the available messages are displayed.

To view more messages:

2. Press ⬇.

To select a message:

3. Press the softkey adjacent to the desired message.
   If the message includes asterisks (*), you may edit the message using the dialpad.

To send the message to the called extension:

4. Press ***{SEND MSG}***.
   The message enters the called set's message memory.

To disconnect without sending a message

- Press **[DROP]**.

RECEIVING MESSAGES

To read your messages

- Press ✉.
  All your messages are displayed.

To call the message sender

- Press the softkey to the left of the message.

DELETING MESSAGES

To delete a message

- Press the softkey to the right of the message you wish to delete.

To cancel all messages

You may erase all messages sent throughout the system.

1. Press ***{CANCEL}***.
2. Press ✉.
3. Press ***{ALL}***.

ABBREVIATED DIALING PROGRAMMING

SPEED DIAL

You may program SPEED DIAL buttons or SPEED DIAL bin codes to enable you to dial outside numbers quickly.

NOTE

Pauses may be entered, where needed, in a speed dial sequence by pressing the pause icon ⏸.

To program a speed dial bin code or button

1. Press ✎.
2. Do one of the following:
   Press ***{SPEED DIAL}*** and dial a speed dial bin code (three digits, e.g. 003). See your System Administrator for a list of code numbers.
   or
   Press the SPEED DIAL button to be programmed.
   The number previously entered is displayed.
3. Dial an outside line access code followed by the number you want to store.
4. Press ✓.

MEMORY BUTTONS

Memory buttons are used for one-press dialing of extensions and feature access codes6.

To program a MEMORY button

1. Press ✎.
2. Press the MEMORY button to be programmed.
   The number previously programmed is displayed.
3. Dial the desired extension number or feature access code (up to four digits, not including the FEATURE code).
   See the Feature codes table at the end of this guide.
4. Press ✓.

PHONE BOOK

You can use the Phone Book feature to dial a number from your private Phone Book list (which you program), or from one of the ten Phone Book lists your System Administrator may have programmed.

The Phone Book entries are stored in speed dial bins in alphabetical order. When you program a Phone Book entry, it is stored in an available speed dial bin and has a name associated with it. If you change the number stored in that speed dial bin by pressing ✎, ***{SPEED DIAL}***, and the number of that speed dial bin, you also change the number for the Phone Book entry.

You can use the Phone Book feature to dial a number only when your telephone set is in idle state. You can make entries into the Phone Book when the telephone is idle or during a conversation, by programming a speed dial bin with the number and name.

General key functions

Use the **[LO HI]** button to scroll through the menu of lists and through the entries in the Phone Book lists.

Press ↩ to exit from the Phone Book feature.

Press **[HOLD]** to save your programming and remain in the Phone Book feature.

Press ***{SAVE&EXIT}*** to save your programming and exit from the Phone Book feature.

Press ***{DELETE SYM}*** to delete the last character(s) you entered.

To dial a number from the Phone Book

(from idle state only)

1. Press 📖, when the telephone is idle.
2. Press ***{PRIVATE}*** or the softkey to the left of the system

Phone Book list you want to access.
3. Press ***{SHOW LIST}***.
4. Use the **[LO HI]** button to scroll through the list or use the dial pad to enter appropriate characters until the name appears on the display.
5. Press the softkey on the right side of the appropriate name, under ***<DIAL>***.
   The Phone Book feature automatically dials the number.

If you want to see details of the entry before dialing the number, press the softkey on the right side of the appropriate name, under ***<DETAILS>***. The display shows the name for the entry, the number of the speed dial bin where the entry is stored, and the telephone number for the entry.

You can then press ***{DIAL}*** to dial the number, ***{UPDATE}*** to change the name or number for the entry, or ***{REMOVE}*** to remove the entry from the Phone Book.

To program your private Phone Book list

For each entry in your private Phone Book list, you enter both a name and a telephone number.

1. Press 📖, when the telephone is idle.
2. Press ***{PRIVATE}***.
3. Press ***{ADD NEW}***.
4. Enter the characters in the name (up to 16) by using the dialpad.
   The table at the end of this section shows the dialpad equivalents of each character.
5. Press ***{NUMBER}***.
6. Enter up to 16 digits for the telephone number.
7. Press **[HOLD]** to save and continue programming numbers, or skip to next step.
   The previous display returns so that you may make the next entry, in the next available speed dial bin.
8. Press ***{SAVE&EXIT}*** when you have finished programming all the entries for the list.

To delete an entry from your private Phone Book

1. Access the entry you want to delete.
2. Press the softkey to the left of the entry, under ***<DETAILS>***.
3. Press ***{REMOVE}***.

To revise an entry in your private Phone Book

1. Access the entry you want to revise.
2. Press the softkey to the left of the entry, under ***<DETAILS>***.
3. Press ***{UPDATE}***.
4. Enter the correct characters for the name.
5. Press ***{SAVE&EXIT}*** or ***{NUMBER}*** if you want to change the number.
6. Enter the correct number.
7. Press ***{SAVE&EXIT}***.

Phone Book dialing equivalents

dialpad number	for the following character -- press the dialpad button the following number of times, rapidly				
	one	**two**	**three**	**four**	**five**
1	1	_	“space”	/	
2	A	B	C	2	
3	D	E	F	3	
4	G	H	I	4	
5	J	K	L	5	
6	M	N	O	6	
7	P	Q	R	S	7
8	T	U	V	8	
9	W	X	Y	Z	9
0	0				

As shown in the above table, you press the dialpad button once for the first letter appearing on it, twice for the second letter appearing on it, and three times for the third letter appearing on it.

With each press of the button, the corresponding character appears on the display.

If you want to enter two characters from the same button on the dialpad, for example D followed by E, wait two seconds between entering characters (until you see the cursor "_" at the next position), or press the **[NEXT]** button to indicate you have finished programming that character.

Enter "Z" by pressing **[9]** four times.

Enter "Q" by pressing **[7]** two times.

Enter an underline by pressing **[1]** twice.

Enter a slash by pressing **[1]** four times.

Warning signal

You hear a three-beep warning tone:

- If you try to access a Phone Book list that you are not authorized to use;
- If you try to save a name without entering a number for it;
- If you try to add a new name to your private list when you have no available speed dial bins; or
- If you try to access a list that has no names defined.

Caller ID

If you receive a call made from a telephone number that appears in your Phone Book, and if your system supports Caller ID, the name programmed for that number in the Phone Book appears on your telephone display, instead of the number.

CONFERENCE CALLS

A total of eight parties, any of which may be on outside lines, can participate in a conference.

Once a conference is established, you may leave the conference to handle other calls or perform any other activity and later rejoin the conference.

You may also split the conference to consult privately with one party without the other conference parties hearing the conversation.

To establish a conference call

1. Call the first party.
   If the first party is on an outside line:
- Press **[DIAL CONT]** to deactivate dial continuation.
2. Call the next party.
   This puts the first party on hold.
   If the party is on an outside line:
- Press **[DIAL CONT]**.

After the call is answered:

3. Press ***{JOIN}*** to complete the three-way conference.
4. Repeat steps 2 and 3 to add up to five more parties to the conference.
   While in a conference, the display shows *SPLT*, the line, and the names or numbers of the parties to the conference. When there are more than four other parties, use ▲ and ▼ to display the various SPLT buttons.

To remove an outside line party from the conference

1. Press the ***SPLT*** softkey of the outside line you want to remove from the conference.
2. Press **[DROP]**.

To consult with a particular conference member

- Press the softkey of the required party ***{SPLT XXXX}*** (where XXXX indicates the name or number of the party).

To return to the conference call

- Press ***{JOIN}***.
  You are connected with all the conference members.

To exit a conference call temporarily

- Press any digit on the dialpad.

At least one of the parties to the conference must be internal for the conference to continue.
If not, the parties are placed on hold. You must return to the conference within a previously defined time. Otherwise, the parties are disconnected.

Once you have exited the conference call temporarily, you must disconnect subsequent calls using the **[DROP]** button.

To return to a conference call which you exited temporarily

- Press ***{CONF RET}***.

To exit a conference call permanently

- Press ***{CONF EXIT}.***

To cancel a conference call

While connected to the conference call:

- Press **[DROP]**.
  All parties to the conference are disconnected.

CONNECTING TWO LINES

You may connect two outside lines to enable a private conversation between two parties outside the system.

1. Establish a three-way conference with the two outside parties (see previous feature, Conference calls).
2. Notify the parties that whenever the periodic tone is heard, one of them must press a dialpad digit in order to continue the conversation.

Then:

3. Press **[FEATURE]**.
4. Dial the TRUNK PATCH access code (**[8][7]**).

NOTE

If no digit is pressed after the tone is heard, the call is disconnected after a defined timeout.

To return to the patch call

1. Press ***{PICK UP}***.
2. Dial the number of one of the outside lines taking part in the patch.
   You are rejoined in a three-way conference call.

To rejoin a recalling patch call

When you hear the recall ring:

- Press **[PRIVATE RCL]**.

NOTE

You may have to answer more than one call from the Private Recall queue before retrieving the outside line patch call.

CANCEL CALL FORWARD TO THE ATTENDANT

If other extensions have programmed the attendant extension number as their Call Forward destination, you can cancel their Call Forward programming.

1. Press ***{CANCEL}.***
2. Press ***{FLW TO ME}***.

Then:
To cancel all Call Forward programming

- Press ***{ALL}***.
  or
  To cancel an individual extension's Call Forward programming
  Dial the extension number.

DAY ALERT

During times of heavy call traffic, you may direct incoming calls to ring at a day alert extension in addition to their ringing at the attendant position.

Calls may be answered from either the attendant or the day alert position.

To activate a day alert extension

1. Press **[DAY ALERT]**.
   The **[DAY ALERT]** indicator flashes.
2. Dial the number of the day alert extension.
   The **[DAY ALERT]** indicator lights steadily.

To cancel day alert

- Press **[DAY ALERT]**.
  The **[DAY ALERT]** indicator goes off.
  Calls stop ringing at the (former) day alert extension.

OVERFLOW

When defined overflow conditions are met, the system automatically directs incoming calls to ring at a programmed overflow extension.

Calls continue to ring at the attendant position as well, and may be answered from either the overflow extension or the attendant position.

Overflow conditions are met when:

- More than a defined number of calls are waiting in the Main Call queue.
- A call has been waiting in the Main Call queue beyond a defined time limit.
- The attendant activates night service while calls remain in the Main Call queue.

When overflow occurs, the display shows OF followed by the number of calls waiting (instead of CW).

When the overflow condition passes, normal operation is resumed.

SHUTTING DOWN THE CONSOLE

To shut down the console

- Press **[POSITION BUSY]**.
  The **[POSITION BUSY]** button indicator lights steadily.

To return the console to operation

- Press **[POSITION BUSY]** again.
  The **[POSITION BUSY]** button indicator light goes off.
  If your console has been programmed to require a password when deactivating position busy, you are prompted to enter your four-digit Executive Credit Code number.

NOTE

If all members of an attendant position activate position busy, night service is automatically induced (see next section).

NIGHT SERVICE

To put the console and the system into night service

- Press **[NIGHT]**.
  The **[NIGHT]** indicator flashes.
  During Night service, the attendant console does not receive incoming calls and the queues are not active.

To return the console to day service

- Press **[NIGHT]** again.
  The **[NIGHT]** indicator goes off.

BUSY VERIFICATION

You can verify the current state of any outside line.

- Dial the number of an outside line.
  If the line is available, you seize the outside line and hear outside dial tone.
  Otherwise, busy tone is heard. The extension using the outside line and the outside line status (e.g. RING, BUSY, HOLD, etc.) is shown on the console display.

CLEARING AN ALARM DISPLAY

When a fault is detected in system operation, an alarm message is sent to the display of the attendant console.

The System Administrator should be advised of any alarm indication.

When the alarm message is no longer needed, you may clear the alarm from the display:

- Press **[CLEAR ALARM]**.

CLASS OF SERVICE (COS) REASSIGNMENT

You may change the Day and Night Class Of Service (COS) of any extension in the system.

To change an extension's Class Of Service

1. Press ✎.
2. Press ***{COS}***.
3. Dial the extension number.
4. Press ***{DAY COS}***.
5. Enter the new Day COS number.
6. Press ***{NIGHT COS}***.
7. Enter the new Night COS number.
8. Do one of the following:

- Press ➔ once to repeat the extension number entry procedure for another extension.
  or
- Press ➔ three times, to exit the programming function while saving the changes.
  or
- Press **[DROP]** to exit the programming function without saving the changes.

NOTE

If the configuration computer is connected online to the system, the message *PLEASE TRY LATER* appears on the display. After the computer is disconnected, you are able to program COS assignments.

DSS UNIT

The Attendant console may be equipped with a DSS (Direct Station Selection) unit to provide Direct Station Selection, Busy Lamp Field (BLF) indications and additional personal speed dial buttons.

The DSS unit has 30 programmable buttons and may be assigned up to four 30-button maps. A map is an arrangement of up to 30 entries representing extensions. This provides the attendant with an additional 120 programmable buttons.

To change the active map on the Add-on unit

- Press **[MAP #]** (select the MAP number of your choice). The MAP button indicator lights.
  Alternatively, up to four DSS units may be chained together for single touch access to the system extensions.

DOOR UNIT

If your system is equipped with a door unit and your console has been programmed accordingly, you can control the entry of visitors into premises.

When someone presses the doorbell, a call waiting ring sounds at your console.

To speak to the visitor

1. Press **[ANSWER]** or the flashing **[DOOR]** button.
2. Speak to the visitor.

To open the door

- Press **[*]**.

To end your conversation

- Press **[RELEASE]** or **[DROP]**.

SETTING THE SYSTEM CLOCK

If your console has been defined as the time setting set:

1. Press .
2. Press .
3. Dial the correct time, using “HHMM” in 24 hour format (e.g., 1530 for 3:30 pm).
4. Dial the correct date, using “DDMMYY” format (e.g. 030199 for March 1, 1999).
5. Press .

ALARM

You may program the Attendant console to sound an alarm at any desired time.

To set the alarm time

1. Press .
2. Press .
   The current programmed alarm time is displayed.
   Use the dialpad to enter the desired alarm time, using 24 hour format (e.g. 1530 for 3:30 pm).
3. Press .
   The alarm icon appears on the second line of the display.

NOTE

Once an alarm has rung, the alarm setting is canceled.

To stop the alarm ring

- Press **[ANSWER]**.

To cancel the alarm setting

Before the alarm rings:

1. Press ***{CANCEL}***.
2. Press ***{TIME ALARM}***.

NOTE PAD

You can save a number of up to 16 digits during a call.

1. Press ✎.
2. Press ***{SPEED DIAL}***.
3. Dial an available speed dial bin code or press an available SPEED DIAL button.
4. Enter up to 16 digits.
5. Press ✓.

   To dial the number saved, dial the Speed Dial bin code, or press the Speed Dial button you used to save the number (see *ABBREVIATED DIALING*).

CALL COST DISPLAY

If programmed as the system setting set, the attendant can view the current cost or message units (depending on programming) for a call in progress at another extension or for all toll calls currently in progress in the system.

1. Dial the CALL ACCOUNT MONITOR code.
2. Dial the password (ECC code).
3. Dial the Directory Number of the desired extension or **[*]** for the current total of all calls in the system.

   To display another extension, press ***{CANCEL}*** and dial the desired Directory Number.

4. Press ⏎ to quit.

FEATURE CODES

Features can be activated by pressing the **[FEATURE]** button and then dialing a feature access code.

The default feature codes (see next page) reflect the feature initials, using the letters on the dialpad buttons.

For example:
To access Barge In

- Press **[FEATURE]** followed by the dialpad buttons corresponding to the letters BI (Barge In).
  That is,

FEATURE	**2** **ABC**	**4** **GHI**

The feature codes in your system may have been changed. If so, enter the updated feature access codes in the “Access method” column of the Feature codes table.

Feature codes

Feature name	Abbreviation	Access method
ACCOUNT CODE	AT	**[FEATURE][2][8]**
ACD LOGIN (1)	-	**-**
ACD LOGOUT (1)	-	**-**
ALL/GROUP	-	**[*]**
ATTENDANT	-	**[0]**
BACKGROUND MUSIC 1	BM	**[FEATURE][2][6]**
BACKGROUND MUSIC 2-4 (1) (3)	-	**-**
BARGE IN	BI	**[FEATURE][2][4]**
CALL ACCOUNT MONITOR (1)	-	**-**
CALLBACK/QUEUE	CB	**[FEATURE][2][2]**
CALL FORWARD-ALWAYS	FL	**[FEATURE][3][5]**
CALL FORWARD-BUSY	FB	**[FEATURE][3][2]**
CALL FORWARD-NO ANSWER	FN	**[FEATURE][3][6]**
CANCEL	-	**[#]**
CLIR (1) (2)	-	**-**
CONFERENCE LOOP 1-10 (1)	-	**-**
DIRECTORY 1 THROUGH 9 (1)	-	**-**
DIRECTORY 10 (HELP) (1)	-	**-**
DROP (from conference) (1)	-	**-**
END OF DIALING/SEND	-	**[FEATURE][#]**
EXECUTIVE CREDIT CODE	EX	**[FEATURE][3][9]**
FEATURE	-	**[7]**
FLASH SIGNAL (1)	FS	**[FEATURE][3][7]**
FLIP FLOP	FF	**[FEATURE][3][3]**
GROUP PICKUP (1)	-	**-**
INTRUSION	-	**[6]**
LAST HOLD	LH	**[FEATURE][5][4]**
LEAST COST ROUTING (1)	-	-
LOCK (1)	-	-

(1) Access method not assigned by default.
(2) Only available on ISDN PRI calls.
(3) In the DIGITAL 400 up to eight; in the DIGITAL 1000 up to 24.
Not all of the above features are available on every type of telephone set.

Feature codes (Continued)

Feature name	Abbreviation	Access method
MEET ME CONFERENCE 1-5 (1)	-	-
MEET ME PAGE	MM	**[FEATURE][6][6]**
MESSAGE	ME	**[FEATURE][6][3]**
NIGHT SERVICE (1)	-	-
PAGE - INTERNAL 1 through 8	I1 through I8	**[FEATURE][4][1] through [4][8]**
PAGE - EXTERNAL 1 through 8 (1)	X1 through X8	-
PHONE BOOK (private list)	-	**[FEATURE][7][1]**
PHONE BOOK (system lists)	-	**[FEATURE] [7][2][1] - [7][2][1][0]**
PICKUP	PU	**[FEATURE][7][8]**
PROGRAM	PM	**[FEATURE][7][6]**
REDIAL	RL	**[FEATURE][7][5]**
SAVE/REPEAT	SR	**[FEATURE][7][7]**
SPEED DIAL	SD	**[FEATURE][7][3]**
TIME ALARM	TA	**[FEATURE][8][2]**
TONE	-	**[1]**
TONE DIAL (DTMF) (1)	-	-
TRAVEL COS (1)	-	-
TRUNK PATCH	TP	**[FEATURE][8][7]**
TRUNK SPEED DIAL (1)	-	-
VOICE MESSAGE (1)	-	-

(1) Access method not assigned by default.
(2) Only available on ISDN PRI calls.
(3) In the DIGITAL 400 up to eight; in the DIGITAL 1000 up to 24.
Not all of the above features are available on every type of telephone set.

System messages

Message number	Default message	Updated message
01	CALL_ (Basic message)	
02	CALL * * * * * (1)	
03	CALL HOME	
04	CALL ME	
05	GONE OUT	
06	READ MAIL	
07	VOICE MAIL	
08	CALL BOSS	
09	TAKE MSGS	
10	GONE HOME	
11	JOB DONE	
12	IN TROUBLE	
13	CLIENT	
14	BRING WORK	
15	ANY NEWS?	
16	REPORT DUE	
17	COME HERE	
18	MEET. NOW	
19	MEMO READY	
20	TYPE LETTR	
21	WELL DONE	
22 (2)		
23		
24		
25		
25		
27		
28		
29		
30		

(1) When editing messages, enter digits in place of the asterisks.
(2) Messages 22 to 30 are to be defined by the customer.

Your speed dial codes

Name	Number	Code